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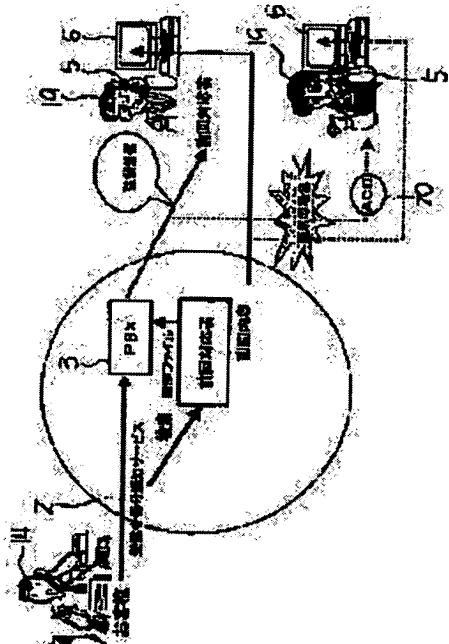
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(21) Application number : 11-142301	(71) Applicant : RICOH CO LTD
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(54) CUSTOMER SERVING SYSTEM AND COMPUTER-READABLE STORAGE MEDIUM

(57) Abstract:

PROBLEM TO BE SOLVED: To quickly and properly respond to a phone call from a customer.
SOLUTION: A caller history file stores a caller number with a call signal sent via an external line network 2 in cross-reference with an operator 19 using a telephone terminal 5 in line connection in response to the call signal, and a service history file stores customer service information entered by using an information input output device 6 by the operator 19 in cross-reference with the caller number. In the case that a call signal is sent via the external line network 2, the operator 19 in cross-reference with the caller number on the basis of the caller number attended with the call signal is retrieved from the caller history file, the call signal reaches the telephone terminal 5 used by the operator, the customer service information in cross-reference with the caller number is retrieved from the service history file and displayed on the information input output device 6 used by the operator 19. Thus, 2nd and succeeding phone calls from a same customer 14 connect to the operator 19 that has served the 1st call.



LEGAL STATUS

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